

ESOS 9.13.01 Deferring, Suspending or Cancelling Student Enrolment

Operating Policy and Procedures

1. **Policy**

A student's enrolment may be deferred, suspended or cancelled in specified circumstances.

2. **Purpose**

The purpose of this policy is to ensure the eligibility criteria about deferment, suspension or cancellation of enrolment is clearly and unambiguously explained.

3. **Responsibility**

The Course Coordinator and Registrar are responsible for compliance with this procedure

Guidelines

Definitions:

Deferral: postponement of commencement of a course.

Suspension: temporary postponement of enrolment during a course.

Cancellation: cessation of enrolment in a course.

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- unavailability of a course;
- visa delay; and/or
- compassionate and compelling circumstances – these are generally beyond the control of the student and have an impact on the student's course progress or well-being.

Compassionate and compelling circumstances could include but are not limited to:

- Serious illness or injury where medical certificate states that the student was or will be unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

Supporting documents must be provided upon application e.g. medical certificates, police reports etc and retained on the student's file.

Where NCPS initiates a deferral, suspension or cancellation the following applies:

- Notices will clearly identify that a student will be given 20 days to access the College's internal complaints and appeals process;
- When the appeals process is initiated, NCPS will maintain the student's enrolment until the internal appeals process is complete;

- NCPS reserves the right to provide alternative learning opportunities during this process where the intention to defer, suspend or cancel enrolment is a result of the student's misbehaviour or other reasons that may disrupt the effective learning of other students.
- The suspension or cancellation will be notified to DEEWR on completion of the 20 days or at the end of the appeals process if the appeal is not upheld; and
- Students may access NCPS' external appeals process however DEEWR may be notified prior to the outcome of this appeal.

4. **Procedure (Student initiated deferral, suspension or cancellation)**

Deferral and suspension of enrolment

1. Students wishing to defer or suspend their enrolment must complete *Request for Deferment or Suspension of Enrolment* (NF800) and attach supporting documentation;
2. All applications should be submitted at least 14 days prior to start date;
3. The Course Coordinator or Registrar will review the request and determine if it meets the compassionate or compelling circumstances as outlined by the National Code;
4. Once the request has been reviewed the Course Coordinator or Registrar will meet with the student to discuss the outcome and how this will affect their visa;
5. A letter outlining the outcome will be sent to the student (NT814 or NT815);
6. If the request is approved the Course Coordinator or Registrar will notify DEEWR via PRISMS about the student's change of status; and
7. When the deferral is processed the student will receive a revised Letter of Offer and eCOE

Cancelling enrolment

1. Students wishing to cancel their enrolment must complete *Request for Deferment or Suspension of Enrolment* (NF800)
2. All applications should be submitted at least 14 days prior to cancellation date;
3. The Course Coordinator or Registrar will review the request and determine if it meets the compassionate or compelling circumstances as outlined by the National Code or such other reason;
4. Once the request has been reviewed the Course Coordinator or Registrar will meet with the student to discuss the outcome and how this will affect their visa;
5. A letter outlining the outcome of the meeting with the Course Coordinator or Registrar will be sent to the student (NT814 or NT815);
6. If the request is approved the Course Coordinator or Registrar will notify DEEWR via PRISMS about the student's change of status; and
7. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code (See NCPS policy on Transfer Between Providers –ESOS.9.7.01).

6. NCPS initiated deferral, suspension or cancellation

Deferral

1. NCPS may defer commencement of a course when the relevant course is not offered;
2. The Notice of Intent to Defer, Suspend or Cancel Enrolment must be in writing and addressed to the relevant student(s); and
3. When the deferral is processed the student will receive a revised Letter of Offer and eCOE.

Suspension

1. NCPS may suspend a student enrolment for misconduct where behaviour of a student:
 - has been in serious breach of a College rule or Student Code of Conduct (Form ND133);
 - is in breach of enrolment conditions; and/or
 - is considered to provide a threat to the well being of other students or staff.
2. A Notice of Intent to Defer, Suspend or Cancel Enrolment (NT800) must be in writing and addressed to the relevant student(s); and
3. When the suspension is processed NCPS will notify DEEWR via PRISMS about the student's change of status.

Cancellation

1. NCPS may cancel a student's enrolment for:
 - a serious breach of a College rule;
 - breach of enrolment conditions;
 - where a student is considered to provide a threat to the well-being of other students or staff;
 - serious misconduct;
 - failing to meet the requirements of the course progress policy;
 - non-payment of tuition fees; and/or
 - non re-enrolment.
2. A Notice of Intent to Defer, Suspend or Cancel Enrolment (NT167) must be in writing and addressed to the relevant student(s); and
3. When the suspension is processed NCPS will notify DEEWR via PRISMS about the student's change of status.

7 Authority

Authorised by the General Manager (Public Safety)

8 Approved

Approved by the Higher Education Board 4 June 2009

9. Amendments

Date	Modified by	Sections amended/added	Approved by HEB (if required)
3/8/09	Jodie Reeve	Addition of information in guideline section	4/8/09
27/11/09	Jodie Reeve	Change of logo & name, amended document references	Minor change